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The City of Bloomington Utilities Reminds Residents to Protect Pipes from Sub-Freezing Temperatures

Bloomington, Ind. – With the National Weather Service calling for sub-freezing temperatures to continue over the next several days, the City of Bloomington Utilities reminds residents to let faucets with supply lines located on outside walls drip to prevent water in home plumbing systems from freezing. “Maintaining a continual water flow, usually the size of a pencil is the best precaution to prevent water pipes from freezing during periods of sub-freezing temperatures,” said City of Bloomington Utilities spokesman Jon Callahan.

Other tips include opening cabinet doors under sinks to expose pipes running along outside walls, keeping garage doors closed if there are water supply lines in the garage, removing garden hoses from outside faucets, and insulating exposed pipes and outside faucets with rags, paper, or Styrofoam cover. It is also important to cover vents around the foundation of a home or business.

Callahan said it’s essential to know the location of the water shut-off valve inside your home or business. “Typically, the water shut-off is located on your water service pipeline immediately after it enters the basement wall. If you don’t have a basement, the location can vary, but in virtually all cases, the water shut-off can be found in the area of the hot water heater. You want to look for a valve not connected to the water heater itself.”

Callahan also said it’s a good idea to know how to shut off your water service at the outside meter. “Time is obviously critical if you have a frozen water line or outside meter, or a frozen line that has burst. In some cases, we have even talked the person through the procedure of shutting off water at the outside meter over the phone.”

There is no charge to the customer if a CBU Meter Service Technician is dispatched to shut off water service at the outside meter during regular business hours, 8:00 a.m. to 6:00 p.m., Monday through Friday. However, if the technician is dispatched after-hours or during the weekend, customers are assessed a \$54 service call charge. If a CBU customer experiences a burst water line, they are advised to contact a certified plumber to do the repairs.

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